



**Foursys**

# FOURSYS SERVICES MICROSOFT ISA SERVER

Foursys can offer Presale Technical Advice, Professional Services, Training Courses for administrators and post sale Enhanced Telephone or System Support.

## How do you use Microsoft ISA?

There are two main ways in which customers use Microsoft ISA:

- Microsoft ISA Server as a Web Proxy
- Microsoft ISA Server for VPN, Firewall or Server Publishing.

Microsoft ISA Server can also be used in various other configurations. All of these configurations are supported by Foursys.

- Microsoft ISA Server Standard or Enterprise Edition
- Multiple installations of Microsoft ISA Server Standard or Enterprise Edition where a Load Balancer is utilised
- Microsoft ISA Server with AntiVirus software supported by Foursys
- Microsoft ISA Server with Websense Web Security software supported by Foursys
- Microsoft ISA Server on a Celestix Web Appliance hardware platform.

### Foursys Professional Services Guarantee

If you are not satisfied, or if circumstances outside our control prevent the services work being completed, then a Foursys engineer will return at no extra charge to complete the work required or the cost of the work will be refunded.

Foursys professional services and training courses are provided by certified engineers with practical experience in the products involved.

## What does Foursys provide?

### Presale Technical Advice

If you are not sure then get advice from our sales or technical staff. Foursys is an experienced provider of Microsoft ISA services in the UK. We will advise the most suitable version of ISA Server, security software or hardware platform for your needs and estimate the technical resources you may need for a pilot or roll-out. If you need any assistance from Foursys then we can provide Professional Services, a Microsoft ISA Training Course or post sale Foursys Enhanced Telephone or System Support Agreement.

### Professional Services – onsite or by remote Webex

Foursys engineers will provide Professional Services to customers for Microsoft ISA. Onsite services can be a Health Check where the configuration is not only checked against best practice but issues are investigated and a written report provided with advice on corrective actions. Or you can take advantage of our engineers' experience of installing and upgrading products at many sites throughout the UK and Ireland. Onsite services are at the same day rate for all customers in mainland UK and include expenses, so we do not penalise our more remote customers. Out of hours and weekend working are available at extra cost. Remote Webex can be quicker and easier to set up than an onsite visit.

### Training Courses for Microsoft ISA 2006 Administrators

Foursys can provide a 3 day Microsoft ISA Training Course, or a Fast Track 2 day course, for those who want a thorough grounding in the product. Foursys training courses can be on a customer site (and so possibly allow you to train more people at less cost) or Cambridge. Courses are designed for a maximum of 4 delegates so this means that users receive more individual attention. We focus on what administrators need to know with real life labs on configuration and troubleshooting. Courses can also be tailored to meet the needs of your organisation so that less important areas are covered as an overview only or not included.

### Enhanced Support for Microsoft ISA

See over for more information on what we provide to our Enhanced Support customers.

**Foursys can provide these services directly or in conjunction with your existing Microsoft reseller.**

**Foursys Ltd** Specialists in Network Threat Protection

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Enhanced Support - Professional Services - Training

[www.foursys.co.uk](http://www.foursys.co.uk)



# Foursys

Enhanced Telephone Support and System Support Agreements are available to all customers (even if Foursys has not supplied the product covered).

Customers who decide to use Foursys Support can be confident that they are using the services of one of the UK's top information security companies. Foursys has over 15 years experience, 800 customers and 2 million licensed users protected by the products it has supplied.

TARGET RESPONSE TIMES	Vendor Standard Telephone Support	Foursys Enhanced Telephone or System Support
Critical - total service failure	Best efforts	Within 1 hour
High - failure of one or more functions making use of system difficult	Best efforts	Within 2 hours
Medium - failure of non critical function having no significant effect	Best efforts	Within 24 hours
Low - requests for information	Best efforts	Within 24 hours

FOURSIS SUPPORT AGREEMENTS FOR MICROSOFT ISA 2006	Enhanced Telephone Support	Silver System Support	Gold System Support	Platinum System Support	Complete Solution Support
<b>Foursys Support Agreement available</b>	✓	✓	✓	✓	✓
<b>Microsoft ISA functions supported</b>	ISA Std Web Proxy	ISA Std Full	ISA Std or Enterprise	ISA Std or Enterprise	ISA Std or Enterprise
<b>Priority Technical Support (9-5, Mon-Fri)</b>	✓	✓	✓	✓	✓
<b>Target Response Times</b>	✓	✓	✓	✓	✓
<b>Discount on Services/Training</b>	✓	✓	✓	✓	✓
<b>Remote Technical Support</b>		✓	✓	✓	✓
<b>Onsite Day(s) for Health Check or System Upgrade with report</b>		✓	✓	✓	✓
<b>Number of Onsite Days included</b>		1 day	2 days	4 days	4 days +
<b>Security/Penetration Test option (replace 2 onsite days with Security Test)</b>			✓	✓	✓
<b>Fast Track Training Course - ISA 2006</b>			✓	✓	✓
<b>Number of training places included and location</b>			2 in Cambridge	4 onsite	4+ onsite
<b>Customised support agreement</b>					✓
<b>Remote maintenance and management of system and alerts</b>					✓
<b>Policy management included</b>					✓